

State telecommunications management manual

State of California
Department of General Services

Telecommunications Division
Sacramento, California

Category:

**Telecommunications
Systems & Services**

Chapter Title:

Consulting Services

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TD Services

INTRODUCTION

The telecommunications industry is rapidly developing and deploying new technologies that are increasingly sophisticated and complex. Proper utilization and management of these telecommunications technologies requires highly skilled and knowledgeable staff with access to the latest information about the technologies and their applications. Depending on the project, agencies may not have in-house expertise on specific technologies or applications they wish to explore or implement. For this reason, it is sometimes necessary to utilize the services of a telecommunications consultant.

However, telecommunications consultants are expensive and their use must be judiciously managed. Lack of clearly defined statements of work or pertinent information may result in studies and recommendations that are inconsistent with statewide policies, practices and plans.

For this reason, use of telecommunications consultants, no matter how they are obtained, is not delegated and must receive prior approval by the TD before proceeding with the study. See *Chapter 0400.0, Delegation category*.

Availability

This service is available statewide to state, county, city and other eligible local government entities.

Rates

Contact CALNET Client Services for telephone and network services information.

Contact Client Engineering Support for public safety radio services information.

Ordering Procedures

Submit requests for consulting services as follows:

- For telephone and data disciplines, submit a STD. 20 form with justification and a statement of work to the Client Service Center. See ***Chapter 0799.0, Telecommunications Systems & Services Forms Index***.
- For radio and microwave communication systems, contact Client Engineering Support.

The TD evaluates requests for consulting services with the agency. If approved, the TD determines the appropriate source for obtaining the consultant, either internal or external, and oversees that the study is in compliance with the SAM and STMM.

AGENCY CONSULTANT SUPPORT RESPONSIBILITIES

At a minimum, an agency is responsible to support the consultant study by:

- Obtaining adequate funding,
- Arranging and scheduling the study with the consultant,
- Directing the consultant during the study,
- Reviewing and approving consultant deliverables,
- Paying consultant invoices, and
- Providing the following support:
 - ♦ information about the agency's telecommunications systems and requirements,
 - ♦ statewide and agency policies and directives that include the SAM and STMM,
 - ♦ agency strategic, tactical and business plans,
 - ♦ other support items (i.e., space, telephone, etc.) as identified in the study, and
 - ♦ copies of consultant deliverables as requested by the TD.

If there are any changes in the scope or resources for an approved consultant study, agencies ***must*** notify and obtain TD approval prior to proceeding with the work.

See Chapter 0101.0, TD Reference Guide, for all TD contact information referenced within this chapter.